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ABSTRACT

Distributed on a random basis to 3,000 patrons, this survey was conducted to provide the administration of the Edmonton Public Library with a comprehensive evaluation of the service the library provides to the public. The results, which were tabulated using frequency distribution tables and which make up the major part of the report, are presented under the following section categories: (1) General; (2) Use and Knowledge of the System; (3) Range and Availability of the Material; (4) General User Patterns; (5) Specialized Issues; and (6) Main Library User Patterns. Overall, findings indicate that the library's patrons are quite satisfied with the level and quality of the services provided to the public. However, some criticisms were expressed by patrons during the administration of the survey. These included inadequate funding, excessive fines, and the lack of book return drop-offs after hours. (SD)

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EDMONTON PUBLIC LIBRARY

1989 USER SURVEY

Prepared by: B. Gajerski
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October 1989

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1989 USER SURVEY - CONCLUSIONS

This survey, conducted on a system basis, has provided the Library Administration with a comprehensive evaluation of the service the Library provides to the public. In general, Library patrons are quite satisfied with the level and quality of services provided to the public. However, there were criticisms expressed by patrons designed to improve library service which recurred frequently during the administering of the survey. The criticisms cited most often included inadequate funding, excessive fines, and the lack of book return dropoffs after hours.

Some of the highlights of the survey are:

1) Full-time students represent 24.7% of our users, and use the Main Library more frequently for formal study.

2) 48.0% of patrons are between the ages of 20-39, as compared to 40.8% of the city population in this age group.

3) Bookstores/paperback outlets and magazine vendors/subscriptions are favoured most often for alternative sources of print material. Video rental outlets are the favorite alternative source for audio-visual material.

4) Concerning the use of available resources, the results reveal:

   - 95.6% of patrons felt that assistance provided by the staff was useful to them.
   - 13.4% of users experienced difficulty in using the Dewey classification system, while 29.4% had difficulty using the microfilm catalogue.
   - 54.2% of patrons used browsing as a means to find books most useful to them.

5) The most pressing need in the Library is for additional copies of popular books and magazines (25.2%). Other significant needs expressed by users include books to answer study assignments, larger range of current magazines and newspapers, and more audio-visual materials.

6) 52.0% of users frequently find the books they are looking for to be out on loan or missing from the shelves.

7) Users who could not find the book they wanted left a place-a-hold card (42.0%) or checked the shelves next visit (39.6%) as an option.

8) Despite frequent criticisms of the fine structure, 91.5% of patrons agree it is necessary.

9) 81.5% of users do not find noise to be a problem in the Library.

10) The general non-fiction collection at Main Library is the area most often used by Main patrons.

METHODOLOGY

The 1989 User Survey was conducted during the week of May 11-17, 1989 on a systemwide basis. A total of 3,000 questionnaires were distributed throughout the week at predetermined time segments each day. These time segments were matched to general shopping patterns, ie. morning, noon hour, afternoon, after work, evening, and weekends. The purpose for distributing the questionnaires in this manner was to ensure that all patrons, no matter what their usage patterns are, had an equal opportunity to participate in the survey.

The survey was administered on a random sample basis. Questionnaires were distributed to patrons at the discretion of library staff.

The number of questionnaires allocated to each service point was based on each service point's contribution to systemwide circulation. The distribution of questionnaires among the time segments reflected the anticipated variation in patron traffic during those time segments.

A total of 1,000 questionnaires were distributed to Main Library, and 2,000 questionnaires were sent to branch service points to be used for the survey. To cover a predicted shortfall in responses, an additional 100 questionnaires for Main Library and 200 for branches were included for possible use. A total of 672 completed questionnaires were received from Main Library, and 1,944 from branch service points for an 87.2% overall response rate (2,616 total responses.)

ANALYSIS

Data was collected and coded by the City's Computing Resources Department, and subsequently downloaded onto diskette. Two distinct programs (Main and Branches) were written so that an analysis by SPSS-PC (Statistical Package Social Sciences) could be performed.

Results have been tabulated using frequency distribution tables, and main and branch data have been separated to determine the significant differences which exist.

Please note that multiple answers were received to several of the questions in the questionnaire. In these cases, percentages add up to more than 100% of the 2,616 total respondents. In many instances, there are questions in which no answer is provided by respondents. SPSS-PC regards these as missing values, and they are not included in the frequency distribution tables.

Results are presented under the following section categories: General, Use and Knowledge of the System, Range and Availability of Material, General User Patterns, Specialized Issues, and Main Library User Patterns.

PRESENTATION OF RESULTS

GENERAL

This section is designed to elicit only the broadest of personal data relevant to library operations. For purposes of this report, questions on the survey questionnaire are scattered randomly, but grouped together in categories for the results.

Q.1. Today, I visited the Library for materials related to:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Formal study	138	20.5	241	12.4	379	14.5
2) Occupational interest	152	22.6	237	12.2	389	14.9
3) Personal interest	552	82.1	1,701	87.5	2,253	86.1
	672	100.0	1,944	100.0	2,616	100.0

A large majority of patrons use the Library for personal interest. However, Main users are more likely than branch users to visit the Library for formal study or occupational interest.

Q.20. Are you a:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Full-time student?	199	29.6	446	22.9	645	24.7
2) Part-time student?	63	9.4	155	8.0	218	8.3
3) Other	410	61.0	1,343	69.1	1,753	67.0
	672	100.0	1,944	100.0	2,616	100.0

Full-time student use of the Library has been consistent with previous surveys (1985 - 24.6%). A greater proportion of students use the Main Library than the branches.

Q.21. Your age:

	Main		Branches		Total	
	#	%	#	%	#	%
Under 14	22	3.5	68	3.7	90	3.6
14-19	90	14.4	263	14.2	353	14.3
20-39	332	53.1	856	46.3	1,188	48.0
40-60	129	20.6	474	25.6	603	24.4
Over 60	52	8.3	189	10.2	141	5.7
	625	100.0	1,850	100.0	2,475	100.0

Nearly half of the respondents to the survey are between the ages of 20-39.

USE AND KNOWLEDGE OF THE SYSTEM

This section analyses the results of those questions which reflect the respondents' ability to use the staff assistance and tools available to them when they visit the Library.

Q.18. Did you use a catalogue of the Library's holdings?

	Main		Branches		Total	
	#	%	#	%	#	%
1) No	340	57.6	1,218	66.8	1,558	64.6
2) Yes	250	42.4	605	33.2	855	35.4
	590	100.0	1,823	100.0	2,413	100.0

Nearly two-thirds of the patrons did not use a catalogue of Library holdings, although the use of one was higher at Main Library. These findings are similar to surveys made of conventional catalogues in public libraries.

Q.13. The microfilm catalogue is so difficult to use, I use it only as a last resort.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	59	10.2	126	7.9	185	8.5
2) Agree	130	22.6	322	20.2	452	20.9
3) Disagree	283	49.1	865	54.4	1,148	53.0
4) Strongly disagree	104	18.1	278	17.5	382	17.6
	576	100.0	1,591	100.0	2,167	100.0

Just over 70% of patrons using the catalogue say the microfilm catalogue is not difficult to use. Those who experience difficulty will require some attention in explaining to them the ROM readers containing the microfilm catalogue.

Q.6. It is hard to find things in the Library because the book arrangement (Dewey Decimal Classification) is so confusing:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	21	3.3	50	2.8	71	2.9
2) Agree	58	9.2	199	11.0	257	10.5
3) Disagree	344	54.5	1,053	58.0	1,397	57.1
4) Strongly disagree	208	33.0	515	28.3	723	29.5
	631	100.0	1,817	100.0	2,448	100.0

There is a general rejection of the statement that the book arrangement is confusing.

Q.7. When I need assistance from the Library staff, I am usually able to get it.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	244	37.8	832	44.6	1,076	42.9
2) Agree	368	57.1	995	53.4	1,363	54.3
3) Disagree	24	3.7	24	1.3	48	1.9
4) Strongly disagree	9	1.4	14	0.8	23	0.9
	645	100.0	1,865	100.0	2,510	100.0

There is almost unanimous agreement that patrons are able to get assistance from Library staff when needed.

Q.14. The assistance provided by the staff was useful to me personally.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	186	30.5	616	34.5	802	33.5
2) Agree	389	63.9	1,097	61.5	1,486	62.1
3) Disagree	27	4.4	59	3.3	86	3.6
4) Strongly disagree	7	1.1	12	0.7	19	0.8
	609	100.0	1,784	100.0	2,393	100.0

95.6% of patrons are satisfied with the assistance provided by the staff.

RANGE AND AVAILABILITY OF MATERIAL

Specific questions in the survey were designed to determine user attitudes about the range and availability of materials, and provide information for collection development.

Q.3. The most pressing need in the Library currently is for:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Books etc. which will directly answer my study assignment(s)	135	20.1	329	16.9	464	17.7
2) More indexes, abstracts, and and other reference guides for magazines and newspapers	108	16.1	204	10.5	312	11.9
3) More general, popular level, introductory works	99	14.7	258	13.3	357	13.6
4) More detailed, in-depth works on specialized topics	111	16.5	207	10.6	318	12.2
5) Larger range of current magazines and newspapers	128	19.0	321	16.5	449	17.2
6) More audio-visual materials	126	18.8	320	16.5	446	17.0
7) Older issues of magazines and newspapers (eg. before 1985)	75	11.2	166	8.5	241	9.2
8) More official government reports and documents	69	10.3	116	6.0	185	7.1
9) Additional copies of the most popular books and magazines	158	23.5	502	25.8	660	25.2
10) More books about (subject) _____ or by (author) _____	61	9.1	131	6.7	192	7.3
11) More material in large print	25	3.7	93	4.8	118	4.5
12) Other pressing needs	30	4.5	46	2.4	76	2.9
13) There are no pressing needs that I am aware of	142	21.1	551	28.3	693	26.5
	672	100.0	1,944	100.0	2,616	100.0

Responses are varied for this question but the most prominent concern is for additional copies of the most popular books and magazines. Other replies rating significant mention are books to answer study assignments, a larger range of current magazines and newspapers, and more audio-visual materials. There also appears to be a greater demand for more services at Main Library than in branches.

Q.10. Far too often, the books I am looking for seem to be out on loan, or just missing from the shelves.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	108	17.5	218	12.4	326	13.7
2) Agree	246	39.8	665	37.8	911	38.3
3) Disagree	251	40.6	830	47.2	1,081	45.5
4) Strongly disagree	13	2.1	47	2.7	60	2.5
	618	100.0	1,760	100.0	2,378	100.0

Responses are split almost evenly on this question for branch users, but Main users report a proportionately higher level of books either on loan or missing from the shelves.

Q.12. It is often very difficult to find an item on the shelves because so many books are in the wrong order.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	19	3.0	47	2.6	66	2.7
2) Agree	93	14.9	205	11.2	298	12.1
3) Disagree	448	71.7	1,367	74.9	1,815	74.1
4) Strongly disagree	65	10.4	205	11.2	270	11.0
	625	100.0	1,824	100.0	2,449	100.0

There is a strong consensus among patrons that items are not difficult to find on the shelf.

Q.19. If you were not successful in obtaining material was it because:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Not held by the Library	99	30.8	285	30.3	384	30.5
2) Held by the Library but not on the shelf	123	38.3	351	37.3	474	37.6
3) Library staff too busy to help you	7	2.2	12	1.3	19	1.5
4) Not located by you	92	28.7	292	31.1	384	30.5
	321	100.0	940	100.0	1,261	100.0

Responses are varied for being unsuccessful in obtaining material with the most frequent answer being the Library held the material, but was not on the shelf.

Q.17. Was the level of the material available to you:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Too elementary	43	7.7	97	5.8	140	6.2
2) Too advanced	22	3.9	8	0.5	30	1.3
3) Satisfactory	497	88.4	1,578	93.8	2,075	92.4
	562	100.0	1,683	100.0	2,245	100.0

A strong sentiment is expressed by patrons that the level of material is satisfactory for their needs.

Q.16. How successful was your visit to Area #____?

1. To use material in the Library?

	Main		Branches		Total	
	#	%	#	%	#	%
Successful	318	54.8	1,065	60.1	1,383	58.8
Partly successful	175	30.2	375	21.2	550	23.4
Unsuccessful	39	6.7	81	4.6	120	5.1
Not applicable	48	8.3	252	14.2	300	12.7
	580	100.0	1,773	100.0	2,353	100.0

2. To obtain an answer from a question(s)?

	Main		Branches		Total	
	#	%	#	%	#	%
Successful	228	41.8	697	45.5	925	44.5
Partly successful	115	21.1	187	12.2	302	14.5
Unsuccessful	33	6.1	33	2.2	66	3.2
Not applicable	169	31.0	616	40.2	785	37.8
	545	100.0	1,533	100.0	2,078	100.0

3. To borrow material for home use?

	Main		Branches		Total	
	#	%	#	%	#	%
Successful	308	53.3	1,196	68.6	1,504	64.8
Partly successful	106	18.3	261	15.0	367	15.8
Unsuccessful	56	9.7	90	5.2	146	6.3
Not applicable	108	18.7	197	10.1	305	13.1
	578	100.0	1,744	100.0	2,322	100.0

4. To view/take part in a Library-organized programme/meeting?

	Main		Branches		Total	
	#	%	#	%	#	%
Successful	51	10.8	204	15.3	255	14.2
Partly successful	19	4.0	76	5.7	95	5.3
Unsuccessful	21	4.4	29	2.2	50	2.8
Not applicable	381	80.7	1,021	76.8	1,402	77.8
	472	100.0	1,330	100.0	1,802	100.0

A high percentage of patrons were at least partly successful in their visit to the Library to use material, obtain an answer to a question, and borrow material for home use. Few patrons visited the Library for programme/meeting purposes.

GENERAL USER PATTERNS

This section of the survey investigates the pattern of general use.

Q.2. Other than the Edmonton Public Library system, what other main source do you use for:

	Main		Branches		Total	
	#	%	#	%	#	%
a) Printed material?						
1) University or college library	234	34.8	500	25.7	734	28.1
2) School library	134	19.9	404	20.8	538	20.6
3) Government office/library	91	13.5	145	7.5	236	9.0
4) Company library	53	7.9	92	4.7	145	5.5
5) Bookstore or paperback outlet	394	58.6	1,123	57.8	1,517	58.0
6) Magazine vendor/ subscription	293	43.6	927	47.7	1,220	46.6
7) Other	39	5.8	89	4.6	128	4.9
	672	100.0	1,944	100.0	2,616	100.0
b) Audio-visual material?						
1) Another library	91	15.9	270	15.5	361	15.6
2) Record store	197	34.4	580	33.3	777	33.6
3) Video rental outlet	255	44.6	849	48.7	1,104	47.7
4) Other	29	5.1	44	2.5	73	3.2
	572	100.0	1,743	100.0	2,315	100.0

Bookstores/paperback outlets and magazine vendors/subscriptions are the major alternative sources for printed material. For audio-visual material, video rental outlets are used most often as an alternative source, followed by record stores. These findings attest to the high turnover rate of our videocassette collection.

Q.4. If the book I'm looking for is missing from the shelves, I generally:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Settle for something else instead	184	27.4	620	31.9	804	30.7
2) Check the shelves again the next time I visit	286	42.6	750	38.6	1,036	39.6
3) Ask about it at the service desk	226	33.6	588	30.2	814	31.1
4) Decide not to follow up the matter	12	1.8	50	2.6	62	2.4
5) Leave a place-a-hold card to have the item held for me	275	40.9	825	42.4	1,100	42.0
6) Try another source	169	25.1	369	19.0	538	20.6
	672	100.0	1,944	100.0	2,616	100.0

Responses are varied to this statement with the most popular options being to leave a place-a-hold card or to check the shelves again next visit.

Q.5. Generally, the books I find to be most useful to me are those which:

	Main		Branches		Total	
	#	%	#	%	#	%
1) Were reviewed, or advertised in the media	121	18.0	441	22.7	562	21.5
2) Were suggested by a teacher	88	13.1	225	11.6	313	12.0
3) I traced via the catalogue (or other reference guide)	231	34.4	446	22.9	677	25.9
4) Were recommended by a friend	126	18.8	510	26.2	636	24.3
5) I came across while browsing in the Library	340	50.6	1,078	55.5	1,418	54.2
6) Were seen in a bookstore	129	19.2	467	24.0	596	22.8
7) Were found with help from Library staff	82	12.2	272	14.0	354	13.5
	672	100.0	1,944	100.0	2,616	100.0

Browsing is favored to be the most effective means of finding books to be most useful. In addition, the catalogue appears to be more useful at Main Library than in the branches.

SPECIALIZED ISSUES

Fines, security, and noise are issues of pertinent public concern. Therefore, monitoring user attitudes of these issues is necessary.

Q.8. The present fines structure for overdue materials is necessary to ensure that everyone gets a fair chance to use Library materials.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	253	39.7	756	40.6	1,009	40.3
2) Agree	329	51.6	951	51.0	1,280	51.2
3) Disagree	38	6.0	113	6.1	151	6.0
4) Strongly disagree	18	2.8	44	2.4	62	2.5
	638	100.0	1,864	100.0	2,502	100.0

More than 90% of respondents agree on the necessity of the present fines structure.

Q.9. To prevent losses of Library material Library security should be more strongly enforced.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	170	27.3	398	22.6	568	23.8
2) Agree	321	51.5	941	53.4	1,262	52.9
3) Disagree	118	18.9	398	22.6	516	21.6
4) Strongly disagree	14	2.2	26	1.5	40	1.7
	623	100.0	1,763	100.0	2,386	100.0

There is general agreement that Library security should be more strongly enforced.

Q.11. There is far too much noise in the Library.

	Main		Branches		Total	
	#	%	#	%	#	%
1) Strongly agree	46	7.2	97	5.2	143	5.7
2) Agree	98	15.4	221	11.9	319	12.8
3) Disagree	416	65.4	1,297	69.6	1,713	68.5
4) Strongly disagree	76	11.9	248	13.3	324	13.0
	636	100.0	1,863	100.0	2,499	100.0

More than 80% of patrons disagree with the statement there is too much noise in the Library. Patrons who disagree require special consideration.

MAIN LIBRARY USER PATTERNS

The questionnaires distributed at Main Library contained one additional question than those used at branch service points. This was used to determine the extent to which the Main Library serves both the branch function in addition to its responsibilities as a system-wide resource.

Q.15. Today, I used the following areas at the Main Library:

		Main	
		#	%
1)	Children's	117	17.4
2)	Audio-visual	194	28.9
3)	Fiction/mysteries	208	31.0
4)	General non-fiction collection	258	38.4
5)	Paperbacks	217	32.3
6)	Government documents	55	8.2
7)	Large print	26	3.9
8)	Reference/information	220	32.7
9)	Programme/meeting	8	1.2
10)	Magazines & newspapers	220	32.7
11)	Consumer information	48	7.1
12)	Other languages	47	7.0
13)	Other	49	7.3
		672	100.0

Responses are numerous and varied with the general non-fiction collection used most often by Main Library patrons. Other areas providing significant and nearly equal degrees of service include Magazines & newspapers, Reference/ information, Paperbacks, Fiction/mysteries, and the Audio-visual division. These results confirm the Main Library serves as a centralized resource in addition to its branch functions.

Q.22. My pet peeve or suggestion regarding the Library is:
(A sample of the responses from patrons follows)

1) Book I need are out or can't be found.
2) At the present time our use of the library is children's books (age 6 & 7) and fiction - adult.
3) The need for locked RR's. Change limitations on copier change.
4) There should be more selection of records and tapes, and a greater amount of new rock records and tapes.
5) I wish there could be a sticker applied to the front cover of each library book that we loan to facilitate keeping track of the due date. When I used to have this done, I never brought them back late.
6) You often have fiction books in the wrong category! Please screen categories more carefully!
7) Why did the library have only one copy of books with conservative appeal? eg. The Closing of the American Mind - Alan Bloom, Losing Ground - Charles Murray. It's not because no one was interested in the books. I was on the waiting list for 6 months. Why are all the books on Nicaragua in the library pro-Sandinisti?
8) Insufficient funding forcing library to raise fines. Small or insufficient number of books available on shelves.
9) As a rule we use the bookmobile so I would like to see them change their supply a little more often. When you have videocassettes on hold, it takes up to a year to get them. You could use more copies of the tapes.
10) Rock music CD's would be a great idea.
11) To obtain children or adult books which I want, I usually always have to fill out a request form.
12) You don't receive papers regularly on time.
13) Fines too steep.
14) It would be nice if the library got some advanced books on science (any science).
15) I would not want to see the City close this library. (Sprucewood)
16) Library fines! I'm always paying them! Hope my <u>support</u> helps! (Norwood resident)
17) The service of book's holdings seems to be long to answer - Especially from Multi-Bilingual center - Sometime it's not complete for orders from reader's needs.
18) The services provided are excellent although we do not use all of them.
19) I am pleased with the revamping of this library but consider it unfortunate there is not another one south and west of here.
20) Need more information about what library has, eg. list of new books purchsed monthly. Too big of a mess with singles records. Not enough space for it.
21) Excellent service from Sprucewood - I like being able to order a book that's not available here and then pick it up.
22) Not enough girls, or comic books.
23) As far as new or recent material is concerned, the library has a great selection but a lot of the older material (especially crime fiction) is often not available.
24) Books or listening material hard to find.
25) Lack of books (esp. fiction) by established but non-Canadian authors - particularly mystery writers. My main complaint is the lack of fiction sorting. It is very helpful when, for example, "historical", "mystery", "western" etc. books are placed in their own sections.

Q.22. (cont'd)

26) Having the popular books constantly on loan, so that it makes it difficult to get, unless you put it on hold.
27) Current popular books never available unless reserve.
28) 1) Poor hours. My library - JP - is not open much of the weekend. 2) Lack of outside return depots. If library isn't open, you can't return books and avoid fines. 3) Lack of water fountains.
29) Children's books are hard to find. Should be by author.
30) Narrow aisles between the stacks, especially Southgate.
31) Would like 'daytime' classes in 'American sign language'. No other source for DAYTIME for persons like myself who would like to learn in order to communicate with deaf relations.
32) Storytime is great. However, an appropriate fun loving, child-liking creative and energetic person should be the storytime teller.
33) The long wait for VHS tapes.
34) The record are never in the right place (alphabetical order).
35) The hours differ during the week. It would be easy to remember if the hours were the same every day.
36) Keep the covers on the books. Castledowns should be expanded.
37) The only suggestion I can offer is the need to fund the library more adequately so that it can buy more books. I would not mind higher fines or a yearly user fee to help increase funding.
38) Castledowns is too small, not enough study room, too dark. Could do with a return box slot like Capilano. Perhaps combine Calder and Castledowns and relocate to an area in between.
39) More 'carryable' dictionaries and thesauruses. Maybe a better designated study area. Could we arrange longer hours?
40) I can't read the print out machines.
41) This library does not provide in depth case studies of Social Sciences or History books on other countries. A larger study area is needed so more people would be able to study from Castledowns area. Longer hours are required for the public. This library is good for younger children.
42) More areas to sit and review books.
43) The photocopying charges are too high at 20 cents a copy. The University and Colleges only charge 10 cents.
44) Not finding the books that are listed in the card catalogue. I have a suggestion for book returns. I think it would be a good idea to have a slot where, even if the library is closed, a person could return their book.
45) Not being able to find a book on a shelf because it is left laying out on a table after use by another person.
46) Not finding materials needed on the shelf. Not having due dates on the books.
47) They should all have slots for dropping off books after hours.
48) Too noisy. (Especially with children running around during weekdays.)
49) Some authors seem to be discontinued or insufficient copies assigned to a branch. eg. Dell Shannon - The Luis Mendoza Series.
50) Children's books and tapes could be upgraded and made more available. Books are very hard to tell when they are due if you go once a week (or more) and books are not returned immediately. You can not tell, nor can the library, when books are due until they are past due.
51) At Millwoods, there is a great stress on Fiction and seems to be little selection of reference materials.
52) The selection isn't big enough in religious areas, tapes, records, etc.

Q.22. (cont'd)

53) It closes too early on Mondays.
54) People too lazy to put magazines back on shelf.
55) More magazines needed. Some branches have a good selection, others poor. Too many outdated magazines wasting space. A better selection of toys needed for infants.
56) Out of date Technical Material, ie. computer books are sadly obsolete. I find using the online catalogue difficult. - The U of A system is far easier to use.
57) Organization of Paperback should be alphabetical by author except for bestseller list.
58) Reservation System - For popular audio-visual material the Reservation System (ie. mailing notice) removes material from the system for too long of a period.
59) I found staff to be very rude when I asked for information.
60) Unfriendly staff and especially the security guard with the black bushy eyebrows. (Jerk)
61) Some librarian assistants at the check out seemed pretty unfriendly!!
62) I think the downtown children's section is great. I would like to see more Grade 3 level books on the early pioneers and settlers.
63) More plants/banners/art work to make more pleasant environment.
64) In the children's library, there are too many books centering around science fiction, occult, witchcraft, horror. There are not enough humourous books on real life situations. Children do not need all the "serious" stuff that is pushed. Some of the books in the children's library are definitely not suitable for children.
65) Not enough Spanish books and magazines.
66) The borrowing period for AV. The collection of video material but most of all the slips used to indicate date due! (Stamp it on the book!)
67) They should hire more males and provide sharper pencils.
68) Your catalogue does not indicate location of material (ie. which branch).
69) The fines are horrendous. Come on, a ceiling of $2.00. It should be $10.00.
70) More books and more stuff would be nice but I understand that available funds are limited.
71) Gov't Doc. collection needs to be enlarged and better organized. Dewey system is not specific enough. Gen. Non-Fiction might better be classified by LC.
72) Chairs are not too comfortable.
73) In the A/V section, many of the jazz records are filed by the performer's given name. One doesn't expect to find the works of Dickens under Charles! It would be funny if it wasn't so annoying... pathetic, really.
74) I have a complaint about the long wait for a new card when one's card is lost.
75) The $2 limit to fines before privileges are suspended. I had to pay minor fines on 2 occasions one day apart. That is both inefficient and inconvenient. And mighty irritating too.